

MINISTRY OF ENVIRONMENT EKITI STATE ENVIRONMENTAL PROTECTION & WATERSHED MANAGEMENT AGENCY

(State Environmental Protection Agency-SEPA)

'Peju Babfemi Building, Secretariat Complex, Ado-Ekiti, Ekiti State, Nigeria SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT Reporting Period: April 1 – 31, 2025

All Communication should be addressed to the General Manager

1. Introduction

This report outlines the compliance of the Ekiti State Environmental Protection and Watershed Management Agency with the Service Level Agreement (SLA) for the month of April 2025. It provides a detailed account of service requests received and processed, and measures the timeliness and responsiveness of the Bureau in fulfilling its statutory obligations.

2. Scope of Report

The report covers:

- Nature of services requested
- Channel through which requests were submitted

- Details of requesters (names, email addresses, and phone numbers)
- Dates of request submissions
- Decisions reached (approval or denial)
- Dates of communication of decisions
- Comparison with SLA timeline
- Compliance status

3. SLA Requirement

Per the Ekiti State Environmental Protection and Watershed Management Agency s' SLA, all land-related service requests are to be processed and a decision communicated within **eleven (11) working days**.

4. Service Request Log – April, 2025

S/N	Nature of	Channel	Name of	Email Address	Telephone	Date of	Decision	Date of	SLA	Days to	Compliance
	Service	of	Requester		No.	Request	Reached	Decision &	Timeline	Decision	Status
	Requested	Request						Communication	(Days)		
1	Environmental Audit Certificate	Walk-in	Initem Planning Consultant Services	cmaryafolabi3@gmail.com	08035831943	07-Apr- 2025	Approved	11-Apr-2025	11 Working Days	4 working days	✓ Compliant
2	EIA Certificate	Walk-in	Earth Mirror Geo-Tech Nig. Ltd	earthmirrorgeotech@gmail.com	08033505138	09-Apr- 2025	Approved	14-Apr-2025	11 working days	5 days	✓ Compliant
3	Environmental Audit Certificate	Walk-in	TGED Nig Ltd	tgersltd@gmail.com	08064208024	21-Apr- 2025	Approved	24-Apr-2025	11 working days	3days	✓ Compliant
4	EIA Certificate	Walk-in	Charlibot Geotech Company Lt	charlibot@gmail.com	08033811411	22-Apr- 2025	Approved	25-Apr-2025	11 Working Days	3days	✓ Compliant
5	EIA Certificate	Walk-in	Masterpique Planning Consult	ibklondon@gmail.com	08137755348	14-Apr- 2025	Approved	28-Apr-2025	11 Working Days	14 working day	X Non- Compliant

5. Compliance Analysis

- Total Requests Received: 5
- Requests Processed Within SLA Timeline: 4
- Requests Processed Beyond SLA Timeline: 1
- Overall SLA Compliance Rate: 80%

6. Observations

- The Agency showed commendable efficiency with most service requests resolved within the SLA-mandated timeframe.
- The delay in issuing the Environmental Impact Certificate was due to incomplete documentation by the company.

7. Recommendations

• To enhance operational efficiency and reduce delays in complex service categories such as dispute resolution, it is essential to implement a robust internal tracking mechanism specifically designed for inter-agency dependencies. This mechanism should include clearly defined roles and responsibilities for each agency involved, as well as standardized protocols for communication and collaboration. By incorporating these elements, we can ensure more streamlined coordination, improved accountability, and timely resolution of disputes, ultimately leading to a more effective service delivery process.

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Ministry of Environment

Date: April 28, 2025